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Department of Information Services
Customer Advisory Board
September 28, 1998
Meeting Minutes

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Members present:
Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Phil Grigg, Department of General Administration
Doug Tanabe, Department of Personnel
Dan Parsons, Washington State Patrol
Fran Muskopf, Department of Health
Bob Monn, Department of Ecology
Jim Albert, Attorney Generals Office
Bill Caughlin, Department of Licensing
Mike Seale, Community, Trade and Economic Development
Cliff Schiller, Department of Retirement Systems
Al Bloomberg, Department of Natural Resources
Susie Smith, State Auditor's Office
Tom Brewer, Department of Licensing
John Lowden, Center for Information Services
Tom Parma, Department of Financial Institutions
Jim Reitz, Department of Retirement Systems
Arlene Smith, Labor and Industries
Bob Hamilton, Department of Retirement Systems
Marla Kentfield, Office of the State Treasurer
Dan Fannin, Center for Information Services

DIS Staff present:
Mike McVicker, Assistant Director, DIS
John Saunders, Year 2000
Mary Lou Griffith, MOSTD
David Koch, MOSTD
Rich Martin, MOSTD
Dennis Hausman, MOSTD
Andy Marcelia, MOSTD
Stan Ditterline, MOSTD
Lourdes Collins, MOSTD
Darrel Riffe, MOSTD
Joe McGavick, R&G/MOSTD

Call to order: Doug Tanabe, DIS Customer Advisory Board Vice Chair, called the
meeting to order at 1:30 p.m.

Thomas Bynum was nominated as the new Customer Advisory Board Chair. A motion was seconded and passed unanimously.

Steve Kolodney introduced Paul Taylor as the Acting Deputy Director for DIS.

Sub-Committee Reports **– Doug Tanabe**
 Architecture Sub-committee **- Phil Grigg**
 No report.

 Human Resources Sub-committee **- Doug Tanabe**
 Doug referred to Bob Han from the Department of Personnel to discuss training issues. Bob stated that quality training results in increased productivity and enhances stability within the workforce.

 Bob informed the CAB that the IT Bridge Class is in the concept stage at this point. Bob plans to bring more information to the October CAB meeting.

 He further stated that the Career Expo in Seattle will be attended by representatives from several state agencies and that DOP representatives will bring back resumes collected, organize them and set up a system so all state agencies can review them.

 County/Local Government Sub-committee **- Dan Parsons**
 No report.

 Finance Sub-committee **- Judy Schneider**
 No report.

Year 2000 Update **– John Saunders, DIS – Barry Rau, Sterling Associates**
Handouts were provided which listed the overall project management findings to date. Barry reviewed the findings and stated that agencies continue to manage their projects in an effective manner. John stated that in August, the Year 2000 Executive Steering Committee requested assistance from the Attorney General's office on Year 2000 issues. A team has been appointed, and any requests should be funneled through the agencies respective Deputy Directors.

Portfolio Management **– Paul Taylor**
Paul stated the first implementation pilot with the Department of Natural Resources has been completed. There are four other agencies slated to begin their portfolio management implementation in the near future. He further stated that the CAB sub-group continues to review documents and provide feedback to DIS regarding portfolio management policy. The next section of portfolio management coming up for review should be sent to the entire CAB within the next 30 – 60 days.

Chris Hedrick, Executive Policy Advisor for Science and Technology
Chris stated that Governor Locke hired him to as a policy advisor to assist with technology issues to include:

♦ Acting as a liaison to communicate issues of hi-tech industry, educational institutes that deal with technology and their industries;
♦ Looking at policy areas and how information technology (IT) can help state government be more efficient using IT to create better, more efficient schools with high quality access to economic development;
♦ Overseeing expanding IT to more people within the state and look at the government's use of IT and;
♦ To look at how electronic commerce is growing and what can be done for Washington to be a leader in electronic commerce applications. This would include gaining access and conducting transactions to redevelop the state's presence on world-wide web and asking state agencies to develop applications to conduct transactions on Access Washington along with offering better services in the roles that the public wants.

He also stated that the Governor recently accepted the position of Chair for the National Governors Association Task Force on Information Technology.

Next Meeting is scheduled for October 26, 1998 from 1:30 – 3:30 p.m. in the DIS Boardroom.

Meeting adjourned.